

This Code of Conduct explains how staff and volunteers at Enso Martial Arts North West CIC (ENSO) are expected to behave when working with children, young people and adult students.

Its purpose is to create a safe, respectful and professional environment for everyone. It protects students from harm, supports staff in maintaining clear boundaries, and ensures that ENSO reflects its core values of respect, responsibility and personal development.

While safeguarding responsibilities are particularly important when working with those under 18, all students deserve to feel safe, respected and treated appropriately.

Expectations of Conduct

All staff are expected to act as positive role models at all times.

Behaviour should be respectful, calm and appropriate to the setting. Language must always be suitable for a mixed-age environment and humour should never be at the expense of any student. Bullying, intimidation, discrimination or exclusion of any kind is not acceptable.

Staff must maintain professional boundaries with all students. Relationships should remain appropriate and clearly defined, avoiding favouritism, over-familiarity or any behaviour that could be misinterpreted.

Safeguarding and Duty of Care

Safeguarding is everyone's responsibility.

Where children or young people are involved, staff must follow all safeguarding procedures and report any concerns to the Designated Safeguarding Lead (DSL) without delay. Concerns should always be taken seriously and recorded clearly.

Adult students may also be vulnerable at times. Any concerns about the welfare, safety or wellbeing of an adult student should be raised with senior staff so that appropriate support can be considered.

Doing nothing is not an option. Acting early protects everyone.

Please also refer to our separate 'Child Protection & Safeguarding Policy' document.

Professional Boundaries

Clear boundaries are essential when working with children and adults.

Staff should avoid situations where they are alone with a child wherever possible. Where one-to-one interaction is necessary, it should take place in an open and observable setting.

Relationships with students must remain professional. Staff must not form inappropriate personal relationships, including through private messaging, social media or meeting outside of organised activity in a way that could compromise professional boundaries.

Even with adult students, staff should remain aware of the power imbalance that can exist between instructor and student, and act accordingly.

Physical Contact in Martial Arts

Physical contact is an essential part of martial arts training, but it must always be appropriate, respectful and clearly understood.

Techniques should be explained before contact is made and students should feel comfortable and able to participate safely. Contact must never be excessive, intrusive or used in a way that could cause discomfort or distress.

Staff should always remain aware of how physical interaction may be perceived, particularly in mixed-age classes.

Communication and Conduct Online

Communication with students must remain professional at all times.

Staff must not contact children or young people through personal phones, social media accounts, or private messaging apps. All communication should take place through approved ENSO channels.

Communication with adult students should also remain appropriate and professional. Personal relationships or informal communication should not blur professional boundaries.

Online behaviour must reflect ENSO values. Staff must not post content that could damage their professional standing or that of ENSO, and must never share images or information about students without proper consent.

Transport

Staff should not transport students in personal vehicles unless this has been agreed in advance with appropriate consent and safeguards.

Use of Images

Photographs and videos must only be taken using approved methods and for agreed purposes. Personal devices must not be used to store images of students.

Please also refer to our separate 'Photography Policy' document.

Use of Authority and Professional Responsibility

Staff are in positions of trust and must act responsibly at all times.

Any use of physical intervention must be reasonable, proportionate and only used to prevent harm. Incidents must be recorded and reported.

Staff must not misuse their position, whether with children, young people or adults.

Concerns About Adults (Whistleblowing)

If you are concerned about the behaviour of another adult, you have a responsibility to report it.

This includes poor practice, unsafe conduct or behaviour that may place any student at risk. Concerns should be raised with the DSL or senior leadership. ENSO will support those who raise concerns appropriately.

Allegations and Accountability

Any allegation involving a member of staff or volunteer must be taken seriously and reported immediately. Staff must not attempt to deal with concerns themselves.

Professional conduct relies on openness, accountability and a shared commitment to safety.

Confidentiality and Information Handling

Information about students and families must be handled with care and shared only when necessary and appropriate, in line with safeguarding and data protection requirements.

Please also refer to our separate 'Confidentiality Policy' document.

Breach of Conduct

Failure to follow this Code of Conduct may result in disciplinary action and where appropriate, referral to relevant authorities.

Contact Details

If you have any concerns at all about the safety and well-being of a child, or anything outlined above please contact one of our safeguarding leads:

Designated Safeguarding Lead (DSL)
Lee Woodward - lee@ensomartialarts.co.uk
0800 688 9963

Deputy Designated Safeguarding Lead (DDSL)
Nicky Woodward - nicky@ensomartialarts.co.uk
0800 688 9963

Or contact the Lancashire Safeguarding Children Board
www.lancshiresafeguarding.org.uk
Concerns about a child should be reported on 0300 123 6720
or out of hours 0300 123 6722 (8pm – 8am)

We are committed to reviewing our policy regularly.
This policy was last reviewed on: 10/01/2026

Signed:

Signed:

All ENSO policy documents can be found on our website, here:
<https://ensomartialarts.co.uk/company-policy-documents/>

- Anti-Bullying Policy
- Code of Conduct
- Complaints Handling Policy
- Confidentiality Policy
- Data Protection Policy
- Digital Safeguarding Policy
- Disciplinary and Grievance Policy
- Equal Opportunities and Diversity Policy
- Event Photography Policy
- Health and Safety Policy
- Photography Policy
- Quality Assurance Policy
- Right to Work Checklist
- Risk Assessment
- Safeguarding and Child Protection Policy
- Security Policy